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Department of Health and Family Services

DIVISION OF HEALTH

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P.O. BOX 309
MADISON WI 53701-0309

DATE: June 26, 1998

TO: All HIRSP Providers

FROM:  Kathy Rogers, Director
Health Insurance Risk Sharing Plan

SUBJECT: July 1, 1998 Transfer of HIRSP Administration to the Wisconsin Medicaid Program's Fiscal Agent

Effective July 1, 1998, the Department of Health and Family Services (DHFS) will contract with the Wisconsin Medicaid Program's Fiscal Agent (EDS) to maintain HIRSP's provider certification files, to process and pay HIRSP claims, and to answer policy and billing questions about HIRSP. The current HIRSP Administrator, Blue Cross and Blue Shield United of Wisconsin, will discontinue HIRSP activities at that time.

A full HIRSP provider handbook will be issued in July. Please use the information below for filing claims and making HIRSP inquiries until the handbook is issued.

Providers must become Medicaid-certified to treat HIRSP policyholders.

Effective July 1, 1998, all HIRSP providers must be Wisconsin Medicaid-certified. Medicaid certification for purposes of treating one or more HIRSP policyholders does not require providers to accept Medicaid recipients or other HIRSP policyholders. Providers must indicate their eight-digit Medicaid provider number on all HIRSP claims submitted on and after July 1, 1998.

Providers are certified as Wisconsin Medicaid providers, and are eligible for payment of HIRSP services, if they hold any required professional license or certificate and meet other Medicaid certification requirements. Providers who have been denied Medicare or Medicaid participation are also denied participation in Wisconsin Medicaid and therefore in HIRSP. Providers who have been denied participation in their own state simply because their services are not a Medicaid-covered benefit in that state may still be eligible for reimbursement through HIRSP.

HIRSP providers that are not currently Wisconsin Medicaid-certified will receive a Medicaid provider certification packet before July 1st. Complete this packet and return it to the Medicaid Fiscal Agent so your Medicaid provider number can be issued promptly. If you have not received a certification packet or a provider number, and wish to submit a claim, submit the claim and leave the provider number element on the claim form blank so HIRSP can special handle the claim.

Current HIRSP providers that choose not to become Medicaid-certified will be issued a temporary provider number for use on HIRSP claims with service dates before July 1, 1998. To receive payment for claims with service dates on and after July 1, 1998, a provider must become Wisconsin Medicaid-certified. If the provider has not received a temporary number by the time the provider wishes to submit a claim, submit the claim and leave blank the provider number element on the claim form. HIRSP staff will assign a billing number that can be used on all remaining pre-July 1 claims.

Claims submitted after June 12, 1998, will begin processing on July 1, 1998.

Paper and electronic HIRSP claims received by Blue Cross between June 12, 1998, and June 30, 1998, will be forwarded to EDS for processing. EDS will begin processing these claims on July 1, 1998.

Pharmacy claims received by ProVantage between June 15, 1998, and June 30, 1998, will be forwarded to EDS for processing. EDS will begin processing these claims on July 1, 1998. Providers must discontinue sending claims through ProVantage on June 30, 1998, and send pharmacy claims directly to HIRSP. Providers have the option of submitting these claims on paper or electronically; see below for instructions.

Submitting paper claims

EDS will begin processing claims on July 1, 1998. Beginning immediately, mail paper HIRSP claims to the following address:

HIRSP
6406 Bridge Road, Suite 18
Madison, WI 53784-0018

Until the HIRSP handbook is issued, continue to submit claims as you would today for HIRSP policyholders (e.g., same claim forms, same codes).

Submitting HIRSP electronic claims

Providers can submit electronic claims using the same options that are available from Medicaid. Some data within the formats will be different to designate HIRSP claims from Medicaid claims. If you want electronic claim submission information before the handbook is issued, call (608) 221-4746 and ask for the Electronic Claims Department.

EDS will begin processing these claims on July 1, 1998. Until the HIRSP handbook is issued, continue to submit claims as you would today for HIRSP policyholders (e.g., same claim forms, same codes).

HIRSP policyholder identification numbers have changed.

HIRSP is issuing new policyholder ID cards, with new policyholder identification numbers, effective July 1. All claims submitted on and after July 1, 1998, must contain this new ID number.

HIRSP customer service telephone numbers have changed.

The local customer service number will change effective July 1, 1998. Providers may contact HIRSP customer service Monday through Friday at the following numbers:

Current administrator before July 1, from 8:00 a.m. until 5:00 p.m.:
800-828-4777
414-223-4551

New administrator on and after July 1, from 8:30 a.m. until 4:30 p.m.:
800-828-4777
608-221-4551

Thank you for your cooperation during this transfer.